

# Pending Queue (Cases Still Open)

# Net-Security Q

Pending Cases as of 10/9/2004

Other sections as of 10/11/2004

888

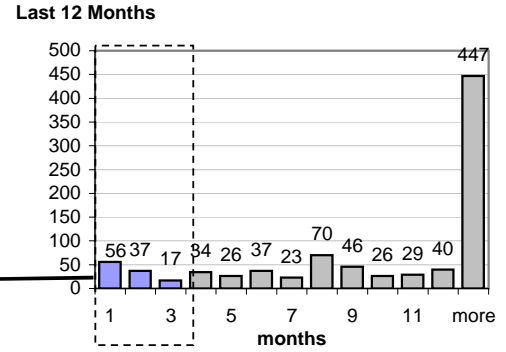
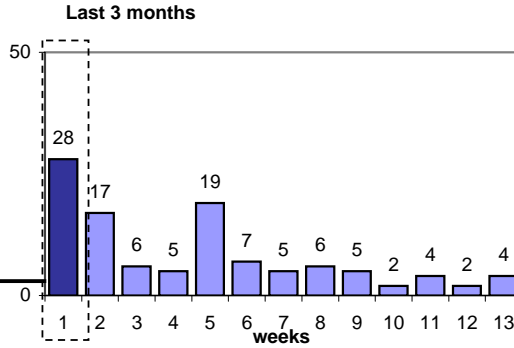
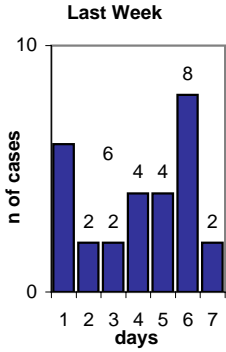
Average Cases Created Per Day (last 6 weeks)  
**9**

Calendar Days Elapsed Since Being Created

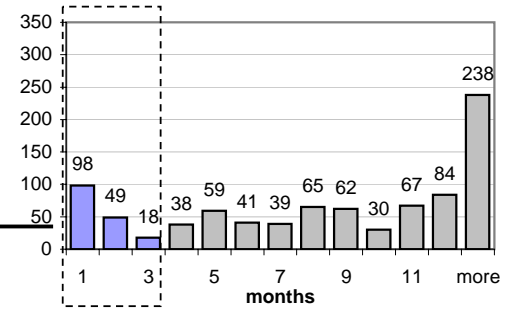
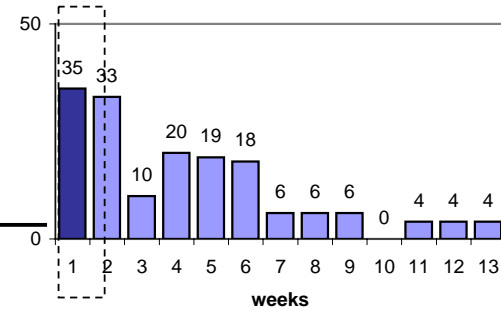
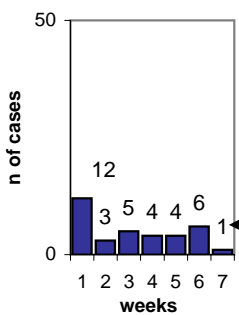
<= 7 days	2 to 13 wks	> 3 months
<b>28</b>	<b>82</b>	<b>778</b>
3%	9%	88%

Last Week  
Opened **36** Closed **151**

### Calendar Age of Open Cases



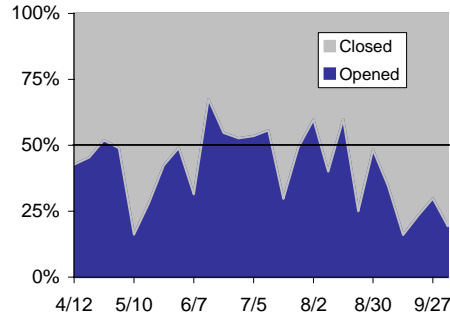
### Time Since Last Activity of Any Kind, in Cases that are currently Open



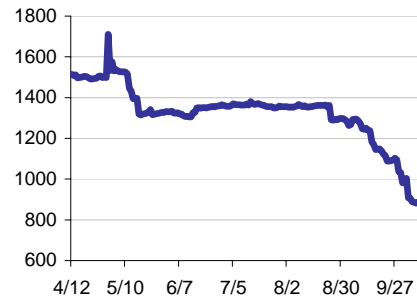
### Case Load in the Past

- 10/2003: 339
- 11/2003: 329
- 12/2003: 179
- 1/2004: 239
- 2/2004: 1010
- 3/2004: 316
- 4/2004: 154
- 5/2004: 703
- 6/2004: 238
- 7/2004: 109
- 8/2004: 137
- 9/2004: 183
- 10/2004: 106

### Balance of Opening vs Closing Cases



### Pending Queue over the last 6 months



Net effect over six months: **-627** ↓

### Closing Cases

8 or more days

**73%**

1 to 7 days

**13%**

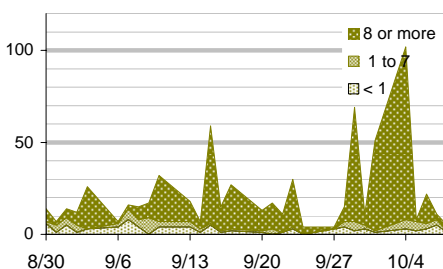
< 24 hours

**14%**

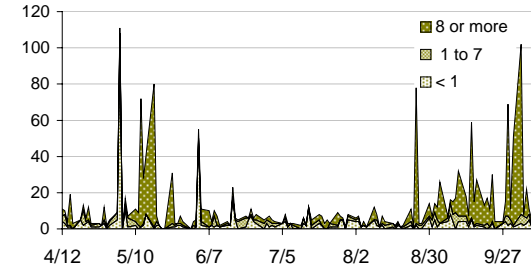
(over the last six weeks)

### Age of Cases on the Day they Closed

Last 6 weeks

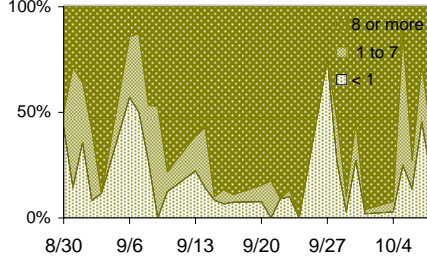


Last 6 months

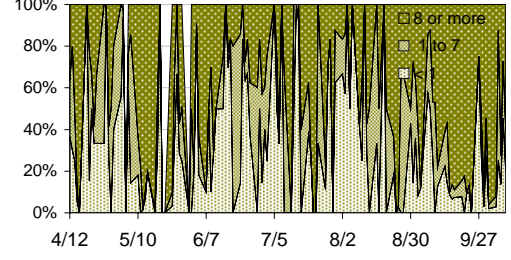


**Age of Cases on the Day they Closed**

**Last 6 weeks**

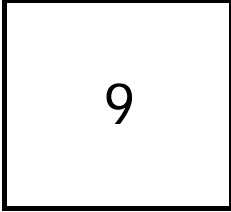


**Last 6 months**



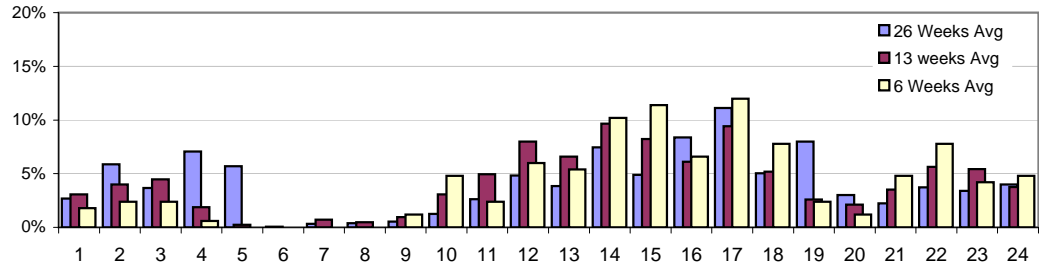
**Creating Cases**

**Avg Cases / Day**

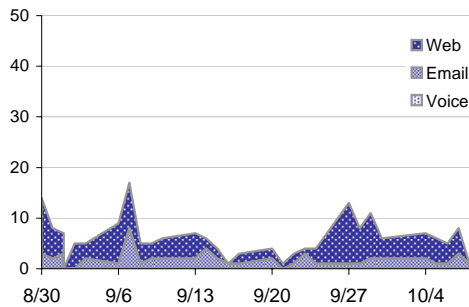


(over the last six weeks)

**Cases Created by Hour of Day**



**Cases Created per Day for the last 6 weeks**



**Cases Created per Day for the last 6 months**

